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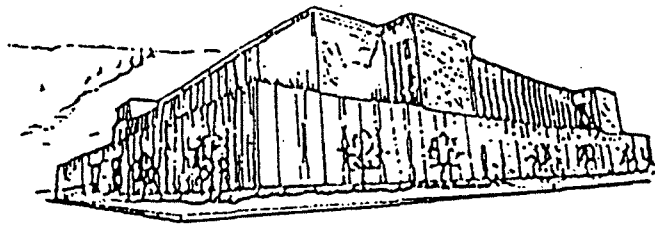
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George A. Kumi

Date: December 6, 1994

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**CRITIQUE OF A RESOURCE MANUAL FOR  
UPGRADING, TRAINING AND EMPLOYMENT SERVICES  
FOR THE UNEMPLOYED**

**by**

**George Agyare Kumi**

**B.A., Concordia University, Montreal, 1978**

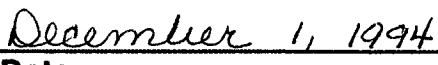
**Presented in partial fulfillment of the requirements  
for the degree of Master of Public Administration  
University of Montana**

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A special thanks to my family, Marilyn, my spouse, and two sons, Atu and Adam, for their sacrifice and support throughout the entire period without whom this paper would not have been achieved.

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## **Chapter 1**

### **INTRODUCTION**

#### **Purpose**

The purpose of this professional paper is to present and evaluate a resource manual on upgrading, training, and employment services for the Alberta Family and Social Services Department, Calgary region (hereinafter called the Department). The resource manual, compiled by the author, is intended to enable social workers to counsel and provide relevant and appropriate information on employment-related matters to their clients.

#### **The Problem**<sup>1</sup>

Social allowance recipients face many barriers, including outdated work skills, lower levels of education, low self-esteem, absence of appropriate work habits, and discrimination. In order to assist recipients to find permanent work, gain self-confidence, and become self-sufficient, workers must be aware of employment-related resources available in the community. Armed with such information social workers can guide their clients to achieve immediate employment or help their clients' chances for future employment.

---

<sup>1</sup> The following discussion and problem definition are based on an internal document from Alberta Family & Social Services Department's Management Report on the need to have a resource manual.



Resource manuals assist social workers in providing "relevant and appropriate" information to their clients. A manual containing current information about employment-related resources was not available to the Department's social workers prior to the spring of 1990. There were many reasons why there was a need for a resource manual. First, available information about employment, training, and upgrading was at best fragmented because the three levels of government were either offering the same programs/services or very different ones. Many social workers became overwhelmed by the amount of information available and the time required to search and find the relevant information. Some social workers did not have access to some of this information. Second, there were many non-profit organizations providing services to social allowance recipients and the unemployed. Social workers were neither aware of all these organizations nor had the time to compile data on these organizations on a current basis. Third, existing manuals did not contain all the appropriate information to satisfy the counselling and decision-making needs of social workers. Finally, many social workers, due to the lack of a resource manual, became frustrated and, therefore, requested a tailor-made resource manual to suit their needs.

For these reasons Department administrators came to recognize the importance of developing such a manual. Accordingly, the author was hired on a six-month contract, in November of 1988, to research, compile and produce a resource manual for the Department.

### Methods Used

Existing data which had been compiled by the Department provided the starting point. The author relied on a list of agencies that had provided employment-related services to the unemployed and social allowance recipients in the past two years. He contacted these agencies by phone to verify that the information about them was current and valid. Another reason for contacting these agencies was to ensure they were still operating.

The existing data turned out to be inadequate, as many of the agencies were either no longer in business or had diversified their operations to the extent that they were providing a very small proportion of their total services in the employment-related field. The author approached the three levels of government in the Calgary region (City of Calgary, and the provincial, and federal governments) for assistance in compiling a more current and relevant list of agencies/organizations for the resource manual. The response was overwhelming. The three levels of government provided the author with a wealth of information as well as a list of various agencies that had received funding, or were being considered for funding, to provide services to the unemployed. From this information, it became clear that United Way had been left out although they provided some funding to some of their affiliated member groups who provided related services. The author then compiled a revised list of all agencies that might possibly provide any services to the unemployed with regard to upgrading, training, and employment.

Armed with a revised list, the author selected a few social workers as a testing group to formulate a consensus model of what social workers would like

to see in the manual. The following format was finally agreed to by the selected group of social workers, Policy Advisor, Employment Resources Coordinator (all from the Department), and the author:

1. Name, address, and telephone number of the agency.
2. The program/services offered by the agency.
3. Dates when these programs/services are offered.
4. Cost of accessing the program or obtaining services.
5. Other information which is unique to the agency.

The author then contacted all the agencies on the list personally to gather the required information and also to make them aware of the project. All the agencies were then assured that a draft copy page of the manual containing information about their agency would be presented to them for validation before final publication.

When all the information had been gathered, the author, with a help of a Departmental secretary, using WordPerfect software, produced an initial draft copy of the manual. The draft copies of the manual were sent to social workers, district managers in the Calgary Region and other regions, policy advisors, and employment resources coordinators for comments and evaluation. The author received positive and encouraging reviews along with a few requests to add more information, particularly about starting dates for various programs offered by agencies. These minor demands were quickly withdrawn when the author explained that most of the agencies start their programs on the basis of how many participants have registered and a simple phone call will yield a specific start date.

The agencies were sent a draft copy page containing information about their agencies. A few weeks later most of the copies were returned to the author. The agencies which did not return the draft copies were contacted by phone. The most common changes requested by the agencies were changes of address, telephone numbers, and addition or cancellation of programs/services.

After all the feedback had been evaluated by the author, the manual was finally published and distributed to all social workers in the Calgary region. The Resource Manual is presented in Appendix A. Chapter 2 examines the alternatives to the resource manual. The final chapter discusses lessons learned in producing the manual and recommendations.

## **Chapter 2**

### **ALTERNATIVES TO THE RESOURCE MANUAL**

Maintaining a written resource manual is not the only means by which the goals discussed in Chapter 1 might be accomplished. The information contained in the Resource Manual can also be provided by individuals with expert knowledge of available resources, by a resource center, and by a computer data base system. This chapter describes the written resource manual approach, identifies three alternative approaches, and explains why the written resource manual approach was taken.

#### **Written Resource Manual**

The Resource Manual (see Appendix A) has many useful characteristics. First, the title is specific and targets income support programs. This prevents any confusion that social workers in other divisions, such as child welfare, might have. The "Subject Reference Index" helps users find information and it also provides a big picture or road map. Second, the purpose of the manual is clearly stated in the "Introduction" on page 1. Included on page 1 is a "Policy Reminder" which reminds social workers about their obligations and responsibilities to ensure that any assistance offered to clients "is the most economical." Third, the manual presents material in a manner that promotes comprehension. There is a glossary which explains and defines key subject headings. Sentences are short, concise

and written in a format/style that social workers understand. Fourth, the manual has a "Policy Chart" which assists social workers in decision making.

In all, the manual, presented in a three-ring binder, has pertinent information that addresses social workers' needs for appropriate information. It is easy to understand. The layout, page numbering, subject and alphabetical indexes make it easy to read and to find specific information. The manual is also well-organized. It makes it clear to the reader where he or she is, has just been, and must go next. Information is arranged to minimize page flipping.

#### Alternative 1: Staffed Resource Center

As an alternative, the Department could have created and developed a resource center staffed with trained social workers with knowledge of available resources. The staff would provide the information to social workers on request. The number of staff required to run such a center would depend on the number of social workers requesting the information, the frequency of the requests, and the availability of funds.

There are many advantages of a staffed resource center. The staff at the center would develop community contacts and tap into a professional network of social workers from other agencies/organizations. The center would provide the opportunity for staff to conduct an in-depth research and analysis of availability of resources in specific employment-related areas. As a result, the center could play a role as a clearing house of information with regard to employment-related programs/services of special interest to social allowance recipients. Such a center

would be able to update information almost instantly and disseminate it to social workers.

There are also disadvantages to operating a staffed resource center. First, it would take time to train staff and get the center operating smoothly. Second, staff at the center could use their knowledge and power to build bureaucratic barriers which would affect the flow and accessibility of information. A staffed resource center could also create dependency among social workers which could prevent some social workers from developing community contacts and professional rapport with outside agencies and organizations.

#### Alternative 2: Unstaffed Resource Center

Another alternative to the manual would have been to establish a resource center without any staff where social workers could go and conduct their own research to find appropriate information to advise and counsel their clients. This resource center could also be accessed by clients to find appropriate information to become self-sufficient. Under this alternative, the Department could provide staff development training, either as self-study course/program or in a group workshop, to train social workers how to develop a resource file, update such a file, and discover formal and informal resources and community contacts which are available in the community. Such a resource center could provide an environment where social workers could research and compile their own manuals. Other advantages of an unstaffed resource center for social workers include flexibility of usage of time and opportunity to specialize.

Time constraints constitute the main weakness of a unstaffed resource center. The social workers' heavy workload might prevent them from using such a center. Availability of space and time at the center could also pose scheduling problems. Social workers might not find all the materials they require to satisfy their need for appropriate information and, as a result, quality of service to clients could suffer. As alluded to before, social workers might require additional training about how to use such a center.

### Alternative 3: Computer System

The final alternative to the manual is a computer-based data system. There are two ways in which the information contained in the manual could be made available through a computer system. The first is an on-line system. Every social worker at present has a computer terminal on his/her desk which is used to track information about clients. With the computer hardware in place, the only requirement would be to install software or design a data base and input the manual's information. This would allow an on-line inquiry by social workers to access the information. On-line systems require a mainframe computer with a large memory capable of running a variety of system software. It is beyond the scope of this professional paper to do a needs analysis to determine what type of systems would be appropriate and compatible for the on-line inquiry information system.

Second, the Department could use microcomputers presently available in every unit to store the manual's information which then could be accessed by



every social worker. This would require training for those social workers who are not familiar with the data base system or software used.

#### Written Resource Manual: The Choice

None of the above alternatives were selected by the Department as a medium in which to present appropriate information on training, upgrading, and employment to social workers. There were many reasons why the written Resource Manual in Appendix A was chosen.

Due to budget restraints and introduction of a new staff reclassification process, recruiting personnel outside the Department was not a viable option. The only way to staff a resource center would have been to use internal staff on a secondment basis, but this approach would have created huge backlogs or increases in the workload for other social workers.

The computerized option also posed some obstacles. The Department, at the time of writing this professional paper, was committed to upgrading its present on-line system to meet its personnel reclassification objectives. This project was slated to take 18 months to complete in two phases, leaving neither time nor resources to implement any other on-line project. The upgrade of the Department's computerized system had an immediate priority. In short, the written resource manual alternative was selected because it was relatively easy and inexpensive to develop and implement.

## **Chapter 3**

### **RECOMMENDATIONS**

This final chapter will offer recommendations regarding updating the Resource Manual, computerizing the information in the manual, and establishing a task force to coordinate information from all three levels of government. These recommendations will assist other government departments embarking on similar projects or wanting to improve their current manuals.

#### Recommendation 1: Update the Manual

It is anticipated that the manual will need to be updated frequently due to changes to programs/services and additions of new programs for social allowance recipients. For this reason a looseleaf three-ring binder is being used for the manual. This type of binder allows for easy replacement of pages for frequent updating and it lies flat when open for easy reading. Included in the Resource Manual is a "Request and Change Form" which social workers may use to add or change any information which they consider outdated or lacking. All change forms, when completed, are forwarded to a coordinator.

The author recommends that a steering committee be formed with one representative from each of the four district offices. This steering committee should include the Policy Advisor and Employment Resources Coordinator since they are the link between management and social workers. The purpose of this

committee will be to coordinate distribution of updates, encourage discussion from social workers, and identify innovative ways to improve the manual.

Distribution of updates to social workers is normally achieved through unit supervisors. These supervisors receive the updates and then pass them on to their staff during weekly unit staff meetings. District office representatives on the steering committee would build on the existing network of social workers developed by the author during the consultation process. Such a participatory process would make social workers feel that their voice and contributions are important to the maintenance of the manual. The distribution list, in addition to district managers and management, must also include other levels of government (federal and municipal).

Only one person should have the authority to initiate changes to the manual. In this regard, the author would recommend the appointment of a Resource Coordinator on a permanent basis, or the duties and responsibilities of such a position could be taken over by either the Policy Advisor or Employment Resources Coordinator. The Resource Coordinator must also have the exclusive responsibility to continue to develop the existing rapport between the Department and other government departments and outside agencies, including those represented in the manual.

A revised page that merely replaces an old page will bear the same page number. To differentiate the replacement page from the old page, it is recommended that the replacement page be coded with its effective date on the far right side of the bottom of the page. When a revision requires more pages

than the portion it replaces, adding a decimal to the ordinary consecutive numbering (for example, page 11.01) would not upset the pagination of the manual.

Since updates or revisions are to be inserted into manuals by social workers, it is imperative to issue insertion instructions along with new pages. Periodically, a master page index containing a list of current pages should be distributed. The purpose of such a master list index is to provide social workers with the means of ensuring that their manuals actually contain all of the current and updated pages.

#### Recommendation 2: Computerize the Manual

As indicated above, there are other means of accomplishing the objectives of the written manual. Computerization is one of those alternatives. If the Department can find additional funds, the author recommends that the written Resource Manual become an on-line computer inquiry system as soon as possible. This transformation will greatly reduce the need for paper. Updates will be done instantly. It will no longer require a distribution process and master list index; consequently, a computerized system will free the time and space used for these activities. An on-line computer inquiry system, with an appropriate data base, will enable social workers to access information in other forms than is possible with the written manual. For example, social workers will be able to request all possible course/program availability on a specific date. However, some social workers who are afraid of computers or who are not comfortable with computer systems may

not use it on a regular basis which might result in poor quality of service to their clients.

### Recommendation 3: Set Up a Task Force

The author discovered during the writing of the manual that government departments were not communicating with each other very well, resulting in some duplication of programs and services being approved and funded. It is therefore recommended that a task force be established, with representation from all levels of government, especially the federal, provincial and municipal governments. The purpose of this task force would be to examine efficient ways of providing programs and services to social allowance recipients in a cooperative manner without duplication while providing a cross function team approach to challenges.

## **APPENDIX A**

### **RESOURCE MANUAL**

#### **UPGRADING, TRAINING AND EMPLOYMENT**

#### **INCOME SUPPORT PROGRAMS**

**DECEMBER, 1989**

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## **INTRODUCTION**

The purpose of this manual is to assist social workers in making recommendations and in providing sound advice to assist their clients achieve self-sufficiency. This manual also contains information about career counselling, training, upgrading, job search/finding and employment related services and how to access them.

Lack of a readily available manual or brochure which offers some useful data may have caused some frustration among social workers/caseworkers. In this regard, this manual offers some help. It is, however, not intended to solve all problems. In complex cases or in instances where this manual does not provide you with an appropriate resource, a discussion with your supervisor may assist you in making a decision.

Most often, the goal and objective of providing social allowance is a temporary measure which provides basic necessities to allow recipients to become self-sufficient and gain permanent employment. Social allowance recipients, however, face many barriers. These may include outdated work skills, lower educational levels, lack of drive or motivation, low self-esteem, absence of appropriate work habits, discrimination, and others.

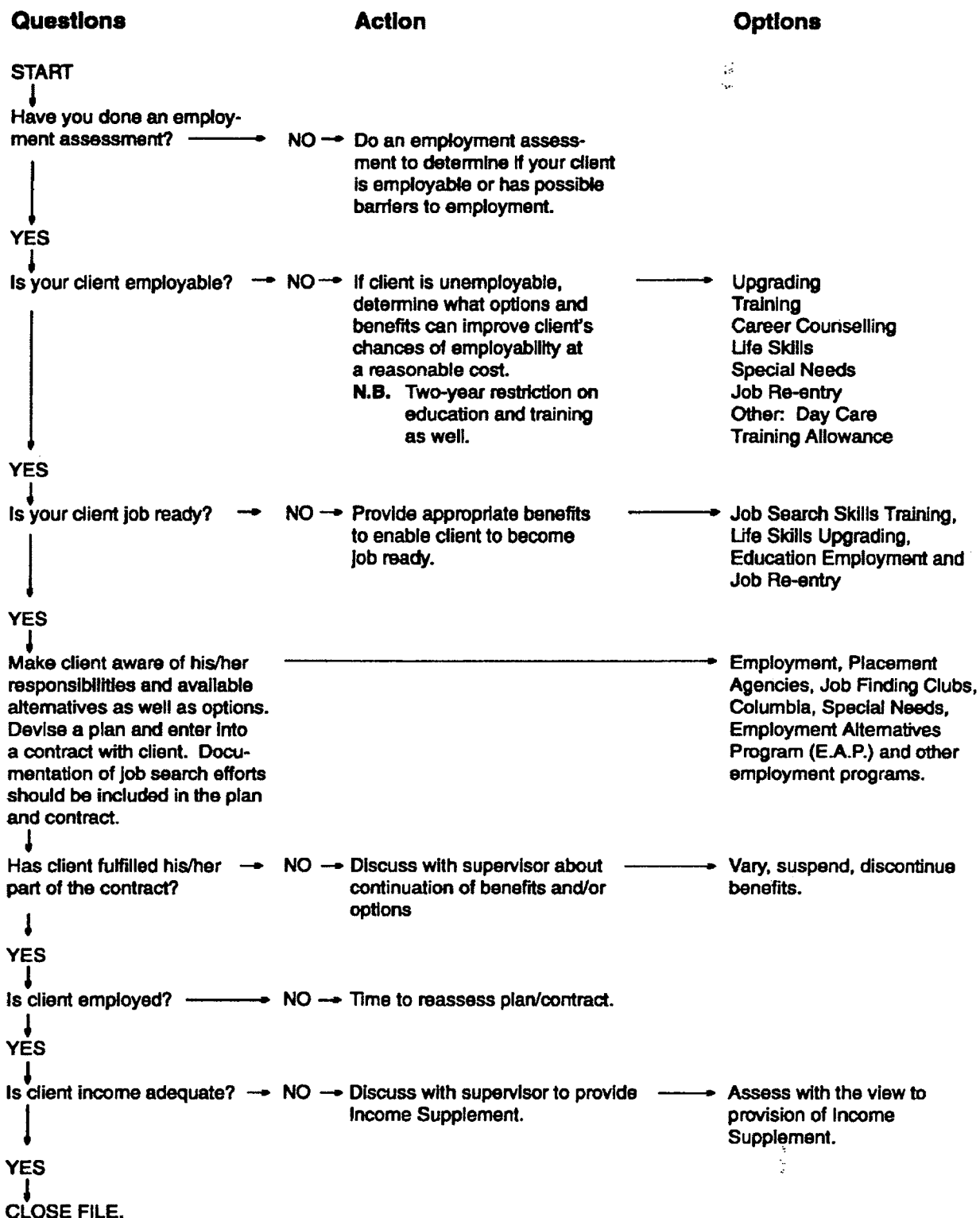
This manual is a guide to access services and resources which hopefully will help your clients improve their chances of becoming self-sufficient and employed.

## **POLICY REMINDER**

The Social Allowance Program is intended to provide assistance to clients, to assist them in becoming self-sufficient.

Clients are responsible to utilize any available financial resources prior to approaching Income Security for funding. However, this should be balanced with departmental responsibility to assist clients in obtaining any vocational, technical or other training that prepares clients. Caseworkers have a responsibility to ensure that any funding provided is the most economical.

## POLICY CHART



## **GLOSSARY**

<b>BULLETIN BOARD</b>	This section of the manual contains current announcements about new programs or changes by agencies or institutions.
<b>CAREER COUNSELLING</b>	A resource available to clients who require guidance in determining career and vocational goals. This may involve interest and aptitude tests and job market trends.
<b>EMPLOYMENT</b>	Refers to resources for clients who have all the necessary skills required to seek employment and require knowledge of agencies to access.
<b>FINANCING</b>	Refers to various agencies that provide funding.
<b>JOB SEARCH/FINDING</b>	Includes agencies that provide training and assistance to find job.
<b>JOB RE-ENTRY</b>	Refers to agencies who provide work placement and/or training to clients to re-enter the job market.
<b>SPECIAL NEEDS</b>	Includes resources for clients who may have special needs: disabled, immigrants, mental, emotional or any identified barrier to employment.
<b>TRAINING</b>	Refers to specific career training offered by post secondary institutions. This does not include programs that assist in work placement.
<b>UPGRADING</b>	Includes any training and educational upgrading from grades 1 to 12 as well as English as a Second Language (ESL).

# **CAREER COUNSELLING**

## **ALBERTA CAREER CENTRE**

Alberta Career Development & Employment

Telephone: 297-6347

Location: 6th Floor, 855 - 8 Avenue S.W.  
Calgary, Alberta T2P 3P1

### **SERVICES PROVIDED:**

Career Planning, includes workshops and counselling,  
Job search/finding, resume writing and interview skills,  
Resource library with information on education and job options,  
Financial assistance for adult education, training-on-the-job and wage subsidy.

### **ORIENTATION SESSIONS:**

(Approximately 1 hour) are held 3 times daily. Participants must register to attend orientation session by calling the Centre. It is through the orientation session that participants can access the above services.

### **COST/FEES:**

Free to all participants.

### **OTHER PROGRAMS:**

The Centre administers the following programs: Alberta Vocational Training (AVT); Enhanced Alberta Vocational Training (E-AVT); Vocational Rehabilitation for Disabled Persons (VRDP); and Private Vocational School Program.

### **FUNDING:**

Alberta Government (Career Development & Employment).

## **ALBERTA CAREER DEVELOPMENT & EMPLOYMENT (CD & E)**

Telephone: 297-6457

Location: 7th Floor, 855 - 8 Avenue S.W.  
Calgary, Alberta T2P 3P1.

CD & E's employment and training programs are designed to upgrade the quality of Alberta's work force by providing work experience, job training and skills development incentives.

### **PROGRAMS OFFERED:**

#### **Job Creation Programs**

Employment Skills Program (ESP)

Priority Employment Program (PEP)

Summer Temporary Employment Program (STEP)

#### **Job Creation & Training Programs**

Alberta Youth Employment & Training Program (AYEP)

Employment Alternatives Program (EAP)

#### **Training Programs**

Alberta Training Program (ATP)

Alberta Vocational Training (AVT)

Apprenticeship & Trade Certification

Please see the following pages for Program description, Employer and Employee eligibility requirements, Reimbursement and Length of Funding.

### **BASIC EMPLOYEE ELIGIBILITY:**

- must be at least 16 years of age,
- legally entitled to work in Canada,
- Employee is not eligible if he/she has recently participated in employment and/or training programs for which a subsidy was paid. Employees must not be working more than 20 hours a week for another employer while being funded by any of the above programs.

### **FUNDING:**

All above programs are funded by Career Development & Employment.

## JOB CREATION PROGRAMS

### ESP

EMPLOYMENT SKILLS PROGRAM: provides wage subsidies to create work experience projects for social allowance recipients.

ADMINISTERED BY: Alberta Family & Social Services through your district office. Employment Client Service staff (ESP contact person).

EMPLOYEE ELIGIBILITY: Employee must be receiving social allowance benefits.

ELIGIBLE EMPLOYERS: Provincial government departments; municipalities; public funded organizations.

REIMBURSEMENT/LENGTH OF FUNDING: \$6.00/hour as well as training costs up to \$1,000. Six (6) months maximum.

### PEP

PRIORITY EMPLOYMENT PROGRAM: provides wage subsidies to create full-time employment during the winter months.

EMPLOYEE ELIGIBILITY: Basic eligibility requirements plus not employed by the employer during the 3 previous months.

ELIGIBLE EMPLOYERS:

- A. Community Employment: Municipalities; Indian bands and Metis settlement; non-profit organizations including school boards, hospitals, and post secondary schools.
- B. Provincial Government Departments:  
Reimbursement/Length of Funding: \$5.50/hour plus 10% to cover benefits. Sixteen (16) weeks minimum and six (6) months maximum, positions must be created any time between November 1 and April 30.

## TRAINING PROGRAMS

### ATP

**ALBERTA TRAINING PROGRAM:** provides financial incentives to employers for training and skill development of their employees in order to upgrade the quality of Alberta's workforce. Training must be full-time. On the job training, classroom or a combination of both. Trainees must be in medium or high skill occupations.

**ELIGIBLE EMPLOYERS:** Private Sector Employers.

**REIMBURSEMENT:** Daily training allowances of \$25/trainee. Fifty Percent (50%) of tuition costs and approved instructional costs up to a maximum of \$500/trainee.

**LENGTH OF FUNDING:** varies based on the occupation, skill level of trainee and the training plan submitted.

### AVT

**ALBERTA VOCATIONAL TRAINING:** is an adult student support program. The program is administered by Alberta Career Centre 297-6347. In order to qualify for financial assistance, students must first take part in a vocational counselling process at the Career Centre. Exact amount of an allowance varies according to the needs of each individual. There are four components of AVT: Skill Enhancement, Student Support, Program Support and Vocational Rehabilitation of Disabled Persons.

**SKILL ENHANCEMENT:** provides financial assistance for unemployed Albertans to update skills or acquire additional training in order to obtain employment in occupations in demand (now and the future).

**STUDENT SUPPORT:** provides financial assistance to help disadvantaged, unskilled individuals obtain academic upgrading and skills training in courses lasting less than 52 weeks at an approved institution. The program may be used for on the job training.

**PROGRAM SUPPORT:** provides funding for ad-hoc, short-term training programs administered by post-secondary institutions, private vocational schools and agencies. Students must apply for funding at the school. A copy of a list of approved schools and program is available at the Career Centre.

**VOCATIONAL REHABILITATION OF DISABLED PERSONS (VRDP):** provides financial assistance to increase employment opportunities for disabled persons. Assistance includes counselling, training, cost-shared renovations to employers' facilities to enable the employment of disabled persons and purchase of equipment.

**ALL THE ABOVE PROGRAMS ARE ADMINISTERED BY THE CAREER CENTRE AT 297-6457.**



## EAP

**EMPLOYMENT ALTERNATIVES PROGRAM:** provides wage subsidies and a training allowance to provide full-time jobs for social assistance recipients and individuals whose UIC benefits have run out within the last year.

**ELIGIBLE EMPLOYERS:** Private Sector Employers.

**ADMINISTERED BY:** EAP Office, #304, 1015 Centre Street N., Calgary, Alberta, Telephone: 297-0540 or 297-0545.

**REIMBURSEMENT:** Sixty percent (60%) of wages up to \$4.00/hour. Approved training costs up to \$1,000.

**LENGTH OF FUNDING:** 6 months.

## Training Program

**APPRENTICESHIP AND TRADE CERTIFICATION:** Conducts provincial and interprovincial examinations for certification of journeyperson trades, administers the apprenticeship program as provides counselling services. This program also provides apprenticeship training in which apprentices combine on-the-job-training with institutional technical training.

**FINANCIAL ASSISTANCE TO EMPLOYEES:** Alberta Training Program, UIC and Training Allowance (Federal Government) can be used by apprentices while they attend school. Length of funding varies according to the trade.

## JOB CREATION AND TRAINING PROGRAMS

### **AYETP - ALBERTA YOUTH EMPLOYMENT & TRAINING PROGRAM:**

Post Secondary Internship & Training: provides wage and training subsidies to assist recent post-secondary graduates obtain full-time employment related to their field of study or level of study. Students must be unemployed or under-employed and actively seeking full-time employment in the last 40/60 working days.

**Reimbursement:** Fifty percent (50%) of wages up to \$4.00/hour. Approved training costs up to a maximum of \$1,000 is also available. Maximum of 26 weeks.

Youth Work Experience: provides wage and training subsidies to provide young Albertans with work experience, only 16 to 24 years.

**Reimbursement:** Fifty percent (50%) of wages up to \$3.00/hour as well as \$1,000 for approved training. Maximum of 26 weeks. This program is administered by Career Development & Employment, 297-6457.

**Eligible Employers:** Private sector employers; municipalities; hospital boards; post-secondary institutions; school boards, non-profit organizations; Indian bands & Metis settlements.

### **STEP**

Summer Temporary Employment Program: provides wage subsidies to create full-time jobs during the summer months.

**Employee Eligibility:** basic eligibility requirements; at least 15 years of age.

<b>ELIGIBLE EMPLOYERS</b>	<b>REIMBURSEMENT</b>	<b>LENGTH OF FUNDING</b>
<b>Provincial Govt. Dept.</b>	<b>\$6.00/hour</b>	<b>8 weeks to 16 weeks</b>
<b>Community Employment</b>	<b>\$5.50/hour + 10%</b>	<b>4 weeks to 16 weeks</b>
<b>Summer Farmers</b>	<b>50% up to \$300/m</b>	<b>4 weeks to 8 weeks</b>
<b>Municipalities/Post-Sec.</b>	<b>\$6.00/hour</b>	<b>8 weeks to 16 weeks</b>

PEP AND STEP ARE ADMINISTERED BY CAREER DEVELOPMENT AND EMPLOYMENT. PHONE 297-6457 OR PLEASE CALL ZENITH 22078 (Toll Free).

## **ALBERTA COLLEGE OF ART (ACA)**

Telephone: 284-7600

Location: 1407 - 14 Avenue N.W.  
Calgary, Alberta T2N 4R3

ACA is one of four diploma-granting accredited professional art colleges in Canada. ACA expects students who apply to be creative, risk-takers and of different backgrounds who want to acquire the experience and the skills to make a positive visual impact upon the world. ACA does not assume that students who come there are interested in art because it is a fun career, is easy or a guaranteed route to fame and fortune.

### **ADMISSION:**

Admission to the first year foundation program requires a high school diploma. Students who are over 21 without a high school diploma will be admitted as mature students if they pass grade 12 English (English 30 is recommended). Further, all admissions to ACA credit courses depend on portfolio assessment.

### **APPLICATION SCHEDULE:**

Application period February 1 - April 14/portfolio submissions. April 14 - May 15. Assessment & interview, May 15 - June 15. Admissions announcements, June 15 - June 30. Portfolios returned by July 31.

### **PROGRAMS/COST/FEEES:**

Tuition and student association fees are about \$746. Application/procession fee is \$35. In addition, supplies and materials for the foundation year is about \$1,800. All programs require 4 years of study. The following are costs/programs offered by ACA. These costs are in addition to the tuition and student fees:

<b>PROGRAM</b>	<b>2ND YEAR</b>	<b>3RD YEAR</b>	<b>4TH YEAR</b>
Ceramics	\$1,500	\$2,000	\$2,400
Glass	1,600	1,600	1,600
Photographic Arts	4,500	6,000	3,500
Printmaking	2,000	2,250	2,250
Visual Comm.	1,850	1,500	1,800

Other programs offered include drawing, jewellery, painting, sculpture and textiles.

**FUNDING:** Alberta Government (advanced Education)

**Note:** As this program exceeds 2 years in duration Social Allowance recipients must access other financial resources (after 2 years).

## **ALBERTA VOCATIONAL CENTRE**

Telephone: 297-4001

Location: 332 - 6 Avenue S.E.  
Calgary, Alberta T2G 4S6

### **PROGRAMS OFFERED:**

- Academic Upgrading
- English as a Second Language
- Adult Basic Training
- Academic/Occupational
- Vocational & Commercial Training
- Business Careers/Education

**\* Please call for specific dates.**

### **ADMISSION REQUIREMENTS FOR FULL-TIME ATTENDANCE:**

- At least 18 years old or hold a high school diploma and out of school for at least 1 year
- Must be Canadian residents
- Residents of Alberta for at least one year in order to qualify for financial assistance.

Before students are placed in full-time courses they must write an entrance test and attend one hour 'General Information Session' at any of the following dates and time:

**Monday & Thursday** 11:00 am and 1:15 pm

**Tuesday & Friday** 11:00 am.

**ENROLLMENT: SOCIAL ALLOWANCE RECIPIENTS AND ESP CLIENTS  
(NB: if ESP clients receive supplement)**

	SAR	ESP
Caseworker must develop & submit training proposal	NO	YES
All clients must be given authorized letter/each course	YES	YES
Authorized letters must have project numbers	NO	YES
If course is full, AVC will provide other options	YES	YES
Tuition & registration fees are waived	YES	YES

Most courses have limited seats so early registration and planning are highly recommended. Supplement affects fees.

**FUNDING:** Alberta Government.

## **ARUSHA CENTRE**

Telephone: 270-3200

Location: 233 - 10 Street N.W.  
Calgary, Alberta T2N 1V5

### **PROGRAM:**

"MAKING CHANGES" is an employment and a life skills orientation for immigrant women who want to make changes in their lives but lack the knowledge or confidence to become active participants at the workplace and in society.

- English language skills for the workplace
- Career counselling and planning
- Interviewing skills and resume writing
- Job search/finding
- Life skills including assertiveness

### **INTAKE:**

There is a 45-minute intake interview and all applicants must have intermediate English language level.

**DATES/DURATION:** TBA.

### **TIME/PLACE:**

**Monday & Wednesday**, 9:30 am to 3:15 pm.  
Participants can bring lunch (12:30-1:15)  
Child care is provided free of charge  
St. Barnabas Anglican Church Hall  
1407 - 7 Avenue N.W. Calgary, Alberta.

**FUNDING:** Secretary of State (Federal Government).

## **ATHABASCA UNIVERSITY (AU)**

Telephone: 262-4522

Location Suite 120 (main floor)  
1040 - 7 Avenue S.W.  
Calgary, Alberta T2P 3G9

AU offers university degrees and certificates. The method of instruction is home study/correspondence. Degree and certificates offered include:

- Bachelor of Arts with concentration in six (6) areas
- Bachelor of Administration
- Certificate in Labour Relations & Studies

In addition to the above programs, students can take a number of courses for a variety of reasons such as university transfer courses or to satisfy some requirements for professional accounting associations.

**ADMISSION:** Open policy; applicants must be at least 18 years old; a Canadian resident.

**COUNSELLING:** is available to prospective students.

**DATES/DURATION:** Students have 6 months to complete a 3-credit course and 12 months to complete a 6-credit course. Each course is assigned an official start date, usually the first day of the month.

**COST/FEES:** Admission fee is \$25. A 3-credit course is \$186. A 6-credit course is \$316.

**STUDENT FINANCE BOARD:** provides student loans for AU courses. Financial assistance is available to both part-time and full-time students under the provisions of the Student Finance Board.

**FINANCING:** Alberta Government (Advanced Education).

## **THE BACK DOOR**

Telephone: 253-2193

Location: 110A, 8207 Flint Road S.E.  
Calgary, Alberta

HOURS OF OPERATION: Monday to Friday, 9:00 am to 5:00 pm.

"The Back Door" is a youth employment initiative program which provides an opportunity for youth on the street in finding lodging and employment as well as become an integral part of society.

### **APPLICANTS:**

- must be willing to participate in the program
- must be transient and/or homeless
- must be between the ages of 17 and 24
- must be unemployed, with poor school experience and have yet to make the transition from school to the workforce.  
must have employment barriers due to lack of social skills, functional literacy skills, work skills and employment experience.  
must be able to undertake normal employment.

### **SERVICES PROVIDED:**

- self-assessment and counselling
- personal planning
- job search/finding
- referral to available resources
- re-entry job network/job level
- housing, education and employment structured modules

DATES/DURATION: Intake is ongoing and continuous. The program is a year long.

FEES/COST: Income Security provides funding for participants on a fee for service basis. Call before you make any referrals.

FUNDING: Corporate, private, and some government assistance.



## **BURNS MEMORIAL FUND**

Telephone: 234-9396

Location: 1109 Rocky Mountain Plaza  
615 Macleod Trail South  
Calgary, Alberta T2G 4T8

### **SERVICES PROVIDED:**

- financial assistance to youth (up to 20 years old) as a last resort when no other agency or organization can meet their needs.
- bursaries to students in need to further their education.
- other groups and individuals can submit proposals for financial assistance if such submissions fall within the fund's mandate.

**REFERRALS/SUBMISSIONS:** Request for financial assistance can be made by social workers, agencies or individuals.

## **CALGARY ASSOCIATION FOR THE MENTALLY HANDICAPPED**

### **CENTRAL OFFICE**

Telephone: 240-3111

4631 Richardson Way S.W.

Calgary, Alberta T3E 7B7

### **PROGRAMS OFFERED:**

- Functional Living Skills
- Vocational Development: includes learning employment and performance expectations, production routines, and marketable tool and machine skills.  
Job Placement: includes identifying personal abilities and interest, job matching, and how to maintain and advance in a job.

### **PROGRAM LOCATIONS:**

#### **LINCOLN PARK CENTRE**

4646 Sarcee Road S.W.

Calgary, Alberta

240-1032

- Vocational Development and Living Skills

#### **BOW CENTRE**

7930 Bowness Road N.W.

Calgary, Alberta

288-1677

- Vocational Development and Living Skills

#### **MANCHESTER ENTERPRISES**

515 - 36 Avenue S.E.

Calgary, Alberta

243-2184

- Vocational Development and Living Skills

#### **ADVANCE INDUSTRIES**

444 - 42 Avenue S.E.

Calgary, Alberta

243-1811

- Vocational Development and Job Placement

**OTHER PROGRAM:**

**COMMUNITY JOB OPTIONS**

4631 Richardson Way S.W.

Calgary, Alberta

240-3561

- CJS funded two-year program.

Community Job Options Program is designed to help those with mental handicaps join the job market and hold a job.

**COMMUNITY JOB OPTIONS PROVIDES:**

- Job readiness (training) and appraisal
- Job trial (placement & support) plus wages
- Ongoing support and follow-up

All applicants must fill out an application and go through an interview. It is free to all applicants. Intake is continuous.

**FUNDING:** Various government agencies, sales from vocational centres, Flowers of Hope campaign.

## **CALGARY ASSOCIATION OF SELF HELP**

Creative Employment Services

Telephone: 229-3010 TDD VU 229-2925

Location: 201, 1305 - 11 Avenue S.W.  
Calgary, Alberta T3C 3P6

Creative Employment Services provides services to employable adults who have a mental health disability or hearing impairment. Referrals are either through an agency or self referrals are accepted.

### **SERVICES PROVIDED:**

- Employment and career counselling
- Job search/finding club (3 weeks)
- Referrals to other programs based on initial intake assessment
- Workshops on resume writing, interview and telephone skills
- Follow-up support

**ORIENTATION/INTAKE:** Sessions are held every Friday at 9:00 am.

**COST/FEES:** Free to all participants

**\* Participants must have Grade 10 education and be willing to make a daily commitment to the Job Finding Club.**

**FUNDING:** Supply & Services Canada (Federal Government).

## **CALGARY BOARD OF EDUCATION- ADULT EDUCATION DIVISION**

### **LOCATION:**

Registration Centre VISCOUNT BENNETT CENTRE Telephone: 294-8665 2519 Richmond Road S.W. Calgary, Alberta T3E 4M2	HOURS OF OPERATION: 8:30 AM TO 4:30 PM. Monday to Friday Late hours during registration
Forest Lawn High School	1304 - 44 Street S.E.
Henry Wise Wood High School	910 - 75 Avenue S.W.
James Fowler High School	4004 - 4 Street N.W.
Sir Winston Churchill High School	5220 Northland Drive N.W.
Viscount Bennett Centre	see above
Victoria Community School	411 - 11 Avenue S.E.
Connaught Community School	1121 - 12 Avenue S.W.
Parkdale Elementary School	728 - 32 Street N.W.
Dr. Gladys McKelvie Egbert Community School	6033 Madigan Drive N.E.

### **COURSES:**

Many courses are offered: English 10 to 32; Math 10 to 31; Science (Biology, Chemistry & Physics); Social Studies; Business Education; and ESL. All of these courses can be used to satisfy Grades 10,11 and 12.

### **UPGRADING:**

Grades 4 to 8 (full-time) - Viscount Bennett

Grades 1 to 9 (part-time) - All locations, please phone the Registration Centre for specific course and location.

### **ENGLISH FOR WOMEN (ESL):**

The next course starts April 3, 1989??? Classes are held twice a week in either mornings or afternoons. For more information call 294-6358.

#### ENGLISH AS A SECOND LANGUAGE:

Registration is ongoing and continuous.

#### COUNSELLING:

Counselling is provided in educational, career lifestyle, financial and post-secondary education information. Telephone: 294-8746.

#### DATES/DURATION:

Early registration is recommended. The Board's programs and courses generally run on the semester system. FALL (late August or early September), WINTER (January); SPRING (February) SUMMER (June).

#### COST/FEES:

Part-time programs and tutorials are \$100.00/semester.

Full-time program costs \$225.00/semester.

Each course cost \$65.00. There are also charges for late registration (\$15.00) and book rental (\$30.00) per course. Alberta Vocational Training Allowance is available, please see Alberta Career Centre for eligibility. Full-time students may be eligible to access the High School Maintenance Grant Program administered by Alberta Family and Social Services.

## **CALGARY BUSINESS COLLEGE FOR WOMEN (YWCA)**

Telephone: 263-1550 Extension 364

Location: 320 - 5 Avenue S.E.

Calgary, Alberta T2G 0E5

The College offers a business program for low income and/or unemployed women who need to re-enter the workforce. The program is full-time, 32.5 hours a week for over 8 months. The College also offers some courses in the evening, for example, WordPerfect and other computer classes.

### **COURSES OFFERED:**

- Computer concepts and applications
- Accounting
- Computer keyboarding, typing and word processing
- Office procedures
- Business English and Math
- Life skills including job search and resumes
- Work experience (4 to 8 weeks).

Employers who have provided work experience include Esso Resources, KLM Airlines, Husky Oil Co., Nova Corporation, Dome Petroleum (AMOCO Canada) and Peter Lougheed Hospital.

### **DATES/DURATION:**

Next session in June 1990??? (actual date to be announced).

### **COSTS/FEES:**

Free to social allowance recipients (SAR) otherwise it is \$4,500 for the 8 month program.

### **FUNDING:**

Canadian Jobs Strategy - Employment & Immigration Canada.

## **CALGARY CATHOLIC BOARD OF EDUCATION**

### Further Education Services

Telephone: 287-1974

Location: St. Anthony's School, 8:30 am - 4:30 pm., Monday to Friday.  
(Registration & Counselling Centre)  
4811 - 6 Street S.W.

Calgary, Alberta T2T 2N5

Evening Classes: 7:00 pm - 9:30 pm.

Day Classes: 9:30 am - 11:30 am.

### OTHER LOCATIONS:

Bishop Grandin	111 Haddon Road S.W.	M & W/evg
Father Lacombe	3615 Radcliffe Drive S.E.	M & W/evg
St. Mary's High School	111 - 18 Avenue S.W.	T & Th/evg
St. Francis High School	877 Northmount Dr. N.W.	T & Th/evg
Bishop Carroll	4624 Richard Road S.W.	T & Th/evg
St. Anthony's School	see above	M - F/day
Holy Cross School	3719 - 26 Avenue S.E.	Saturdays

All the above schools offer courses ranging from **Math to Sciences for Grades 10 to 12**. Next classes are from February to June 1990?? Please call the Board for specific start dates for each location.

TUITION FEES: \$65 a course; textbook rental fees are \$30 a course (\$20 refundable).

APPLICANTS: Must be 20 years or older. Admission is not limited to Catholics. (GRADES 0-9) ADULT BASIC LITERACY PROGRAM (ABLE) is also offered by the Board at St. Anthony's. Classes are from 9:00 am. to 3:00 pm. Monday to Friday.

TUITION: is \$5.00. Space permitting students are accepted throughout the school year (September to June).



**OTHER COURSES OFFERED:** include non-credit courses such as parenting, computers, languages and ESL.

**FINANCE:** Student Finance Board and AVT (Alberta Career Centre) may provide financial assistance. Full-time students may be eligible to access the High School Maintenance Grant Program, administered by Alberta Family & Social Services.

## **CALGARY CATHOLIC IMMIGRATION SOCIETY (CCIS)**

"Services for all immigrants and refugees"

Telephone: 245-8800

Location: The Catholic Pastoral Centre  
1916 - 2 Street S.W.  
Calgary, Alberta T2S 1S3

CCIS is a non-profit volunteer organization which provides various services including:

\* CROSS CULTURAL CHILDREN'S CENTRE - a well-run day care with multicultural and multilingual staff.

EMPLOYMENT SERVICES offers ethnocultural job finding club:

- self-assessment
- telephone and interview skills
- job applications, resumes and job leads
- How to hold and advance on the job
- pre-employment counselling.

The program is two weeks long. Participants must attend the pre-session prior to the two-week program. Please call CCIS for start dates. The program is offered in English, Spanish, Vietnamese and Polish.

**\* Settlement/Integration Division; Volunteer Services; Nutrition; Home Management & Consumer Education Services; Host/home Visit Program; Multicultural Awareness Program.**

\* Regional Outreach Office

1525 - 45 Street S.E.

Calgary, Alberta

Telephone: 273-8227

**COST/FEES:** Free to all participants

**FUNDING:** Various sources including federal, provincial and municipal governments, United Way, Roman Catholic Diocese of Calgary, and donations from citizens and corporations.

## **CALGARY IMMIGRANT AID SOCIETY**

Location: 900A Western Centre  
825 - 8 Avenue S.W.  
Calgary, Alberta T2P 2T3

The Society provides a number of services: translation and interpretation in about 50 languages, settlement and adaptation services for new Canadians and intercultural sensitization training workshops.

In addition to the above services the Society has an IMMIGRANT VOCATIONAL & LANGUAGE REFERRAL CENTRE

Telephone: 262-2656

The Centre provides:

- English language assessment
- Vocational and career planning workshops
- Job search preparation
- Referrals to other agencies
- Language support is provided in Cantonese, Farsi, Mandarin,

Spanish, Vietnamese, Polish and other languages if needed.

Applicants must be new immigrants.

### **HOURS OF OPERATION:**

Monday to Wednesday 8:30 am. to 4:30 pm.

Thursday 8:30 am. to 7:00 pm.

Friday 8:30 am. to 1:30 pm.

### **WORKSHOPS:**

Workshops are limited to 12 participants and will be offered to small groups on request. Please call for start dates.

**FUNDING:** Career Development & Employment.

## **THE CALGARY JOHN HOWARD SOCIETY**

Telephone 266-4566

Location: 200, 1010 - 1st S.W.  
Calgary, Alberta T2R 1K4

**EMPLOYMENT READINESS AND PLACEMENT PROGRAM** for offenders and ex-offenders:

- Job search skills
- Interview and telephone skills
- Resume and covering letters
- Job maintenance
- Job placement and follow-up support
- Referrals to other agencies, organizations or institutions.

INTAKE is every week and the program is 5 days long (all day).

REFERRAL: workers may refer clients by phoning the Society.

COST/FEES: free to all participants. There is no training allowance, however, participants can find work at Finishing Time.

FUNDING: Alberta Career Development and Employment, United Way and Provincial Solicitor's General Department.

## **CALGARY NATIVE FRIENDSHIP CENTRE**

Telephone: 264-1155

Location: 140 - 2 Avenue S.W.  
Calgary, Alberta.

### **HOURS OF OPERATION:**

Monday - Friday, 9 am. to 9 pm.

Saturday, 9 am to 5 pm.

Sunday, 12 noon to 5 pm.

The Calgary Native Friendship Society is dedicated to improving the quality of life for all urban aboriginal peoples regardless of their status.

### **PROGRAMS:**

**URBAN NATIVE REFERRAL PROGRAM:** To inform, refer and assist native people in the City of Calgary and to provide access to existing programs.

**RESOURCE CENTRE:** To instill and reinforce pride in native identity, to provide research on native issues, offer tutoring services and identify and communicate native needs.

**OTHER PROGRAMS** include educational/cultural, recreational and social programs (women's support group, teen's group meeting, banquets).

**MEMBERSHIPS:** \$2 For individuals and \$10 for families (for 2 years).

**FEES/COST/PARTICIPANTS:** Free to all members and SAR clients.

**FUNDING:** United Way, Alberta Government (Municipal Affairs), Secretary of State (Federal Government) and Members.

## **CALGARY PUBLIC LIBRARY**

Career Resource Centre

Social Science Department

Telephone: 260-2786

Location: Central Library  
616 Macleod Trail S.E.  
Calgary, Alberta

### **RESOURCES PROVIDED:**

- Books and brochures provide information on careers, career planning and job search.  
Test manuals and self-assessment exercises (including aptitude tests).
- Newspapers (as well as in the basement).
- Typewriters are available for typing.

**COST/FEES:** Free to all social allowance recipients. Library card is required to take books out (\$5.00).

**HOURS OF OPERATION:** Office hours are 9 am. to 5 pm., Monday to Friday. Library hours are 9 am. to 9 pm., Monday to Thursday and 9 am. to 5 pm. on Friday and Saturday.

**FUNDING:** City of Calgary.

## **CALGARY VOCATIONAL SERVICES (CVS)**

Telephone: 273-2822

Location: 915 - 33 Street N.E.  
Calgary, Alberta T2A 6T2

### **OTHER FACILITIES INCLUDE:**

Employment Preparation Centre  
Langevin Enterprises

"Calgary Vocational Services is a private non-profit organization which provides vocational rehabilitation and employment placement services to individuals with emotional, learning or physical disabilities in reaching their goal."

### **SERVICES AND TRAINING PROVIDED:**

- Vocational assessment and counselling
- On-the-Job training and education
- Performances evaluation and follow-up support
- Life skills and job search/finding
- Employment, employment preparation skills and placement
- Training occurs both on-site and off-site.

Participants develop habits, attitudes and skills which make them highly marketable in the job market. Employers who have hired from CVC include ESSO, Greyhound (Bus) Lines and Bennett Jones.

**APPLICANTS:** must be 16 years or older and experience difficulty in finding or keeping a job. There is no fee or charge to applicants who qualify.

**INTAKE:** is ongoing and continuous. Extensive assessment and counselling determines which program applicant enters.

**FUNDING:** United Way.

## **CAMPBELL MCLAURIN FOUNDATION**

Telephone: 264-0211

Location: 302, 133 - 6 Avenue S.E.  
Calgary, Alberta T2G 4Z1

### **HOURS OF OPERATION:**

8:30 am. to 4:30 pm.

Monday to Friday

The Foundation provides financial assistance to disabled persons:

- Applicant must be a Calgary resident for at least 5 years
- Provides financial assistance up to \$1,000 to those in need
- Applicant must submit to testing at Foothills Hospital.



## **CANADA EMPLOYMENT & IMMIGRATION CENTRES**

### Locations:

CENTRE OFFICE, Harry Hays Building

220 - 4 Avenue S.E.

Calgary, Alberta

#### **Postal Codes of Area Served:**

T2G/T2P/T2R/T2S/T2T/T3C/T3E/T3H/T3B

EAST OFFICE, 4909 - 17 Avenue S.E.

#### **Postal Codes of Area Served: T1Y/T2A/T2B/T0J**

NORTH OFFICE, 1701 Centre Street N.

#### **Postal Codes of Area Served:**

T2E/T2K/T2L/T2M/T2N/T3A/T3G/T3K/T3L

SOUTH OFFICE, Centre 70, 7015 Macleod Trail South

#### **Postal Codes of Area Served:**

T2C/T2H/T2J/T2V/T2W/T2X/T2Y/T2Z/T0L

Canada Employment Centre programs and services are targeted to those looking for work, workers who need to upgrade skills or acquire new skills and to individuals who want to make career changes. Special attention is given to the following:

- Young people making transition from school to work
- Employees whose jobs are threatened by technology
- Older workers
- Social allowance recipients
- Groups designated in the Employment Equity Act:  
aboriginal people, disabled persons, visible minorities and women.

If your clients belong to any of the special groups above, they must identify themselves to Canada Employment Centre staff in order to access any services available to them. What the centres can do for your clients depend a great deal on how your clients communicate their need to the staff at Canada Employment Centres. **It is not enough to send clients there without direction or if they are not motivated or do not know how to demand the service most useful to them.**

**SERVICES PROVIDED:**

- Creative job search techniques
- Employment counselling and job market information
- Training and financial assistance. \* See Canadian Jobs Strategy (CJS)
- Job find and placement services
- Unemployment Insurance Commission benefits
- Employment Equity Act guidelines

**DATES/FEEES/TIME:** All Canada Employment Centres are open from 8:15 am. to 4:30 pm., Monday to Friday. The service is free.

## **CANADIAN FORCES RECRUITING CENTRE**

Telephone: 292-4380

Location: Box 2949, Station "M", Hays Building  
220 - 4 Avenue S.E.  
Calgary, Alberta T2P 2H7

There are two routes of getting into the Canadian Forces: Direct Entry Officer or Officer Candidate Training Plan.

### **DOCUMENTATION:**

All applicants will be required to produce the following documents: Social Insurance Card, Birth Certificate, Proof of Education (transcripts) and two letters of character reference from a responsible person in the community. Canadian Citizenship is also a requirement.

### **DIRECT ENTRY:**

Acceptable degrees from the following fields: Science, Engineering, Commerce, Computer Science, Medicine, Dentistry, Arts, Physiotherapy, Social Science, Law, Education, Nursing, Social Work, Psychology and Physical Education.

### **OFFICER CANDIDATE TRAINING PLAN:**

Candidates must have a minimum of Grade 10 education, **Grade 12 is preferred**. To effectively compete in the training plan, candidates should have taken the following subjects in high school with an average of 75% in Math, English, Social Studies, Physics and Chemistry.

### **OTHER:**

All applicants are required to undergo tests, medical examination and interviews. Applicants must be at least 18, those who are 17 must obtain parental consent.

### **OPPORTUNITIES:**

The Officer Candidate Training Plan offers young people to train in selected fields and become commissioned officers: Pilot, Navigator, Air Traffic Control, Air Weapons Control, Infantry, Armour, Artillery and Maritime.

The Direct Entry Officer route offers many career options depending on your background such as intelligence, logistics, military engineering, security and naval operations.

OTHER ENTRY PROGRAM: Regular Officer Training Plan applies to selected secondary school students who wish to obtain a degree subsidized by the Canadian Armed Forces in return for an obligatory period of service.

DATES/COST: Apply any time at the above office. Training allowance or salary will be provided to those who are accepted.

## **CANADIAN JOB STRATEGY PROGRAMS (CJS)**

Can be accessed at any Canada Employment Centre.

CJS offers a variety of program resources to help individuals, sectors of the economy and regions most in need.

### **PROGRAMS:**

Skills Investment helps workers who are presently employed train and acquire new skills before their existing skills become obsolete. This program makes it possible for employees to take an extended training leave of absence to acquire new skills.

Job Entry/Re-entry is a program that assists homemakers (at least 3 years in the home) and high school graduates unemployed for at least three (3) months make a smooth transition into the workforce.

Job Development program assists employers to create jobs by expanding their workforce through cost-sharing training of new employees. This program also targets severely employment of disadvantaged individuals.

Skill Shortages program allows employers to train workers in skills which are considered to be in short supply.

Community Futures & Innovations provides "financial support to develop and test new and innovative solutions to Canada's labour market problems."

### **DATES/DURATION/REIMBURSEMENT:**

- Amount of reimbursement (wage subsidy) varies with each program but almost all programs are on a cost-shared basis, (employer/government) usually from 25% to 80%.  
The length of funding varies but normally a minimum of 52 weeks to a maximum of three (3) years depending on the program.

PLEASE SEE THE BULLETIN SECTION OF THIS MANUAL FOR CJS PROGRAMS FOR WHICH YOUR CLIENTS ARE ELIGIBLE.

## **CANADIAN PARAPLEGIC ASSOCIATION**

Telephone: 236-5060

Location: 185 Riverbend One  
200 Rivercrest Drive S.E.  
Calgary, Alberta T2C 2X5

### **HOURS OF OPERATION:**

8:30 am. to 4:30 pm.  
Monday to Friday

The Canadian Paraplegic Association provides a number of services to persons with spinal cord injuries:

- Rehabilitation counselling
  - Vocational and career counselling
  - Job search/finding
  - "Family Fusion" - a support group
  - A referral and information services to education, equipment, funding sources as well as client advocacy
- Preparation of cost analysis for litigation. Fee for this service varies with the type of analysis.

### **COST/FEES:**

Annual membership is \$10.00 a year.

### **FUNDING:**

United Way.

## **CAREER COLLEGE**

Telephone: 266-0966

Location: 200, 206 - 7 Avenue S.W.  
Calgary, Alberta T2P 0W7

PROGRAMS	LENGTH	TUITION
Word Processing	5 weeks	\$1,295.00
Business Microcomputer Operations	5 weeks	1,295.00
Administrative Secretarial	18 weeks	2,450.00
Administrative Secretarial/Word Processing	23 weeks	3,600.00
Professional Legal Assistant	44 weeks	5,150.00
Travel & Tourism	26 weeks	3,150.00

Other courses offered include medical & legal secretarial, accounting, LOTUS 1-2-3, WordPerfect and data base management. All above tuitions include textbooks and manuals.

**ENTRANCE REQUIREMENTS:** A personal interview will determine applicant's level of placement as well as basic educational qualifications.

**ATTENDANCE REQUIREMENTS:** A personal interview will determine applicant's level of placement as well as basic educational qualifications.

**ATTENDANCE POLICY:** Occasional absences are permitted. Repeated tardiness and absences are inexcusable and will not be tolerated.

**OTHER SERVICES PROVIDED:**

- Work experience is offered in some programs: legal assistant, medical secretarial, and travel & tourism.
- Job search techniques
- Job placement services

**DATES:** Admission is continuous throughout the year. Courses are also offered year round. Please phone for specific start dates.

## **CENTRE FOR INCOME SECURITY & EMPLOYMENT**

Telephone: 263-0701

Location: 650, 608 - 7 Street S.W.  
Calgary, Alberta T2P 1Z2

### **HOURS OF OPERATION:**

9:00 am. to 5:00 pm. Monday to Friday

### **SERVICES PROVIDED:**

- Resume writing assistance
- Help with filling out applications
- Job search services including use of a telephone, message service and typing service
- Referrals to other agencies
- Advocacy for UIC, social allowance and pension recipients

**COST/FEES:** Free to unemployed persons

**FUNDING:** United Way, City of Calgary Social Services and private donations.



## **CHURCH OF JESUS CHRIST OF LATTER DAY SAINTS**

Telephone: 255-2330

Location: 7040 Farrell Road S.E.  
Calgary, Alberta

### **SERVICES PROVIDED:**

- Pre-employment counselling
- Job search/finding including placement
- Assistance with resumes

**COST/FEES:** Free to applicants. Open to everyone

**FUNDING:** The church

## **COLUMBIA INSTITUTE OF CANADA**

Telephone: 273-0315

Location: 802 Manning Road N.E.  
Calgary, Alberta

FUTURE PROGRAM (Job Finding Club) is a voluntary two-week employment readiness for social assistance recipients (including Indian Affairs) and UIC exhaustees:

- assessment in academic and career interests
- assistance is offered in how to keep a job
- job search/finding
- interviewing skills including telephone skills
- job placement as well as matching

### **DATES/DURATION:**

Please call for specific start dates

### **REFERRALS:**

Picked up by Columbia on a continuous basis at each district office.

CAREER TRAINING PROGRAM is a six-month program designed to train, prepare and place individuals in competitive employment:

### **SERVICES PROVIDED:**

- On-the-job training at actual work site
- Foundations of Business
- Business Math & English
- Finding and Keeping a job
- Computer Fundamentals

APPLICANTS: must be 18 years or older; one year in Alberta residence; unemployed; out of school for at least a year; unskilled; problems with math and/or English. Phone Columbia if you have any doubts about eligibility. Access to the program will be denied if applicant has been in a previous government or other training program and/or parents are in a middle or upper income bracket.

**DATES/DURATION:** Start date, January 29, 1990??? Please call Columbia for the next start date.

**S.T.R.I.D.E. PROGRAM: Specialized Training Resources for Individualized Development and Education.** This program is a Native Literacy Program. Computer assisted instruction will be used to achieve specific levels of math, reading and writing skills.

**Program Start Date:** January 2, 1990?? Please call for the next start date.

**Number of Participants:** 20 at any given time.

**Application Deadline:** December 1, 1989??? Please call June Sadler for more information.

**OTHER PROGRAMS INCLUDE:** Individual Skills Training program (Intake is continuous) and University and College Entrance Program for Adults (various starting dates). Please call Columbia for further information.

**COST/FEES FOR ALL PROGRAMS:** Free to all participants if they are eligible.

## **COMMUNITY EMPLOYMENT PLANNING PROGRAM (CEPP)**

Telephone: 287-3034

Location: 217, 4014 Macleod Trail South  
Calgary, Alberta

### **PROGRAM:**

CEPP offers career planning, educational and training opportunities for unemployed physically disabled with chronic pain or fatigue.

### **INTAKE/DURATION:**

Intake is in January and August of every year but are accepted any time during the year. The program is one year (52 weeks). Only 12 participants are admitted at a time.

### **SERVICES & TRAINING PROVIDED:**

- Training includes formal educational training packages, personalized training plan, and employment preparation.
  - Employment counselling and career planning
  - Life skills and attitude orientation
  - Intensive placement support and employment placement with follow-up support.
- Public education

**ELIGIBILITY:** Unemployed physically disabled individuals from the following groups: Arthritis, Cerebral Palsy, Multiple Sclerosis, Muscular Dystrophy, Post-Polio, Spinal Cord Injury, Spina Bifida. In conjunction with the above disabilities, priority will be given to those individuals who experience any of the following secondary conditions: Chronic Fatigue and Pain, Ileitis, Colitis, Epilepsy, Communication/Speech problems and social behavioural problems.

**COST/FEES:** Free to participants who are admitted into the program. No training allowance is provided.

**FUNDING:** Canadian Jobs Strategy - Employment & Immigration Canada.

## **DEVRY INSTITUTE OF TECHNOLOGY**

Telephone: 235-5400

Location: 803 Manning Road N.E.

Calgary, Alberta T2E 7M8

Devry Institute provides an education and training in technology, computers and business operations. Programs offered by Devry are accredited by various organization including The Alberta Society of Engineering Technologists.

**ADMISSION:** Students must have high school diploma and be at least 17 years old. Students who are at least 19 years old can apply as mature students. High school transcripts indicating graduation are required. Students whose mother tongue is not English require a minimum score of 500 on the TOEFL exam. In addition, all students must take an entrance exam and score 72% for engineering programs and at least 60% for computer information systems and business operations programs.

### **PROGRAMS/COST/FEES/DURATION:**

#### **FULL-TIME PROGRAMS**

	Total Trimesters	Trimester 1	Each Remaining Trimester
Electronics Technology	7 (105 weeks)	\$2,035	\$1,870
Electronics Technician	5 (75 weeks)	2,035	1,870
Computer Information Systems	8 (120 weeks)	2,260	2,115
Computer Programming & Systems	6 (90 weeks)	2,260	2,115
Business Operations	8 (120 weeks)	2,260	2,115

## PART-TIME EVENING PROGRAMS

	Total Trimesters	Trimester 1	Each Remaining Trimester
Electronics Technician	7 (105 weeks)	\$ 975	\$ 975
Computer programming	6 ( 90 weeks)	975	975

### DATES/TRIMESTERS (15 weeks)

Spring - March-June; Summer - July-October; Fall - October-February.

### STUDENT SERVICES:

- Graduate placement and career counselling
- Co-op part-time employment
- Part-time employment

FINANCE: Student loans can be used to attend DeVry. See Student Finance Board.

NB: Two-year training limit applies.

## **EL TALLER (THE WORKSHOP)**

### **PROJECT DESCRIPTION**

El Taller is a new program being offered by the Calgary Catholic Immigration Society. It has two parts: one for professionals and one for business people. Each part is described below.

**The professional** part will be of interest to people who have academic qualifications and work experience in their home country, but who are unemployed or under-employed in Canada. El Taller will offer technical English training, if needed. (A small training allowance will be available for the duration of this course). It will also offer help in assessing foreign qualifications and Canadian equivalencies. The **focus** of the program will be helping professionals get work that is consistent with their level of training and experience. A secondary goal will be to help individuals identify what courses or experience they need to become accredited in their field in Canada. Participants should be university or technical school graduates. They should also be committed to improving their work situation.

**The business** part of El Taller will be of interest to people who have business experience in their home country, and a strong commitment to starting a business in Canada. El Taller will offer 5 months of courses in business English and Canadian business operations. A small training allowance will be available for the duration of these courses. Following the courses, participants will be expected to try to start their own businesses. El Taller will provide some management and accounting help during the first year of operation. Participants should have small business experience, and idea for a business of their own, and some source of money to put into the business. They should also have a strong commitment to the hard work necessary to make a new business succeed.

Interested applicants should apply to "El Taller", Calgary Catholic Immigration Society, 1916 - 2 Street S.W.

For more information, call Suzanne Teal, Program Coordinator at 245-8800.

## **EMPLOYMENT FUTURES FOR NEW CANADIANS**

Telephone: 262-6600

Location: 203, 805 - 8 Avenue S.W.  
Calgary, Alberta T2P 1H7

**PROGRAM:** Employment Futures is a new concept in Employment Training which enhances the chances of the unemployed.

- Group building
- Job shadowing and career counselling
- Life skills for the business worlds
- English language for the workplace
- Transitional training includes job training
- Employment placement and job search/finding

### **DATES/DURATION:**

Advance registration is required of all participants. The program is 5 months or 20 weeks, Monday to Friday, 8:30 am. to 4:00 pm. with half an hour for lunch break. Please call for intake dates.

### **ELIGIBILITY CRITERIA:**

Applicants must be immigrants legally entitled to work in Canada and must be:

- experiencing psychological/social problems and seeing a counsellor/therapist or a psychiatrist.  
unable to cope with stress and feeling depressed due to unemployment.
- looking for work
- having language or cultural problems

### **COST/FEES:**

Free to participants. Training allowance and day care is available to all participants.

### **FUNDING:**

Employment and Immigration Canada - Canadian Jobs Strategy.



## **EPILEPSY ASSOCIATION**

Telephone: 230-2764

Location: 4112 - 4 Street N.W.  
Calgary, Alberta

### **HOURS OF OPERATION:**

8:30 am. to 4:30 pm.

Monday to Friday

The Epilepsy Association provides a number of services to those with epilepsy. However, its job finding club is open to everyone.

- Job search/finding
- Resume writing and placement services
- Employment counselling
- Information and referral services
- Support groups and follow-up support

**COST/FEES:** Free to all participants. Membership fees are \$15.00 for a year and \$100.00 for life membership.

**FUNDING:** United Way.

## **EXPLORATION (A career and leisure adventure for you 15-24)**

Telephone: 268-4671

Location: 5th floor, City Hall  
Calgary, Alberta

### **MAILING ADDRESS:**

P.O. Box 2100, Station M  
Calgary, Alberta T2P 2M5

Explorations is a City of Calgary Parks & Recreation project aimed at young adults. It is a volunteer work experience program which develops employment potential as well as life and leisure skills.

### **SERVICES PROVIDED:**

- Employment preparation and life skills including interviewing skills, job search work situation skills and lifestyle management.
- Leisure and recreational activities
- Volunteer work experience placement (participant's choice).

FEES/COST: \$15.00 deposit refunded at the end of the program.

### **DATES/DURATION:**

Program is 9 weeks long  
Next start date is April/90??? TBA

### **APPLICANTS:**

Must be willing to make a total commitment for the full 9 weeks.

FUNDING: City of Calgary (AMPLE FUNDING).

## **FINISHING TIME INC.**

A subsidiary of the Calgary John Howard Society

Telephone: 275-8100

Location: 109, 5421 - 11 Street N.E.

Calgary, Alberta

Finishing Time Inc. was originally set up to assist unemployed ex-offenders gain work experience, become job ready and employed but has now expanded its focus to include women and social assistance recipients.

### **PROGRAM OFFERED:**

- Social/Lifestyle skills
- Job readiness training
- Wood shop and finish shop work experience. Participants learn to use many different tools and machines.
- Warehousing work experience, from inventory to shipping and receiving (including the use of forklifts).
- One week training at SAIT
- Actual work experience for 2 weeks
- Job placement

### **DATES/DURATION:**

20-week program. Intake is ongoing and continuous.

### **COST/FEES:**

Free to participants. Participants are paid anywhere from \$4.50 to \$5.00 per hour depending on how long they have been in the program, attendance, attitude and work performance (every Friday).

### **FUNDING:**

Canadian Jobs Strategy - Employment & Immigration Canada.

## **HENDERSON COLLEGE OF BUSINESS**

Telephone: 228-4300

Location: 1514 - 4 Street S.W.  
Calgary, Alberta T2R 0Y4

### **COURSES/DURATION/FEES:**

Clerk Typist/Receptionist	9 months	\$3,214
Accounting Clerk Typist 1	10 months	3,572
Medical Receptionist	11 months	4,263
Medical Secretary	12 months	4,621
Legal Secretarial	12 months	4,621

Other courses include word processing, microcomputer and petroleum secretarial.

### **HOURS OF CLASSES:**

8:00 am. to 11:00 am.

11:30 am. to 1:30 pm.

### **CLASSES/REGISTRATION:**

Start every first working day of every month.

### **ENTRANCE REQUIREMENTS:**

Phone for specific pre-requisite requirements for each course. Students with Grade 10 education or less will be admitted on a probationary period.

FUNDING: Private vocational school.

## **JEWISH FAMILY SERVICE**

Telephone: 287-3510

Location: 200, 4014 Macleod Trail South  
Calgary, Alberta T2G 2R7

### **SERVICES PROVIDED:**

- Individual Counselling/Therapy
- Marital Counselling
- Client Advocacy
- Family Life Education
- Jewish Introduction Service
- Vocational and placement services to the unemployed including career counselling, resumes and job search/finding.

### **COST/FEES:**

Sliding fee scale for counselling/therapy and most services. Fee is based on ability to pay. The Vocational and Placement Services are free to the unemployed.

**FUNDING:** United Jewish Appeal and United Way.

## **MACKAY COMPUTER COLLEGE**

Telephone: 269-6711

Location: 130, 910 - 7 Avenue S.W.  
Calgary, Alberta T2P 3N8

### **PROGRAMS OFFERED:**

#### **BUSINESS COMPUTER MANAGEMENT**

11:00 am to 4:00 pm., Monday thru Friday

COSTS/FEES: \$2,195.00 includes all books and supplies.

#### **COMPUTER PROGRAMMING & OPERATING**

8:30 am. to 4:30 pm., Monday thru Friday

COST/FEES: \$2,995.00 includes all books and supplies.

#### **DESKTOP PUBLISHING**

This course is offered on the same dates as the Computer Programming course except that it is in the morning (8:30 am. to 1:30 pm). The fees are also exactly the same (\$2,995.00).

#### **DENTAL RECEPTIONIST/ASSISTANT**

8:30 am. to 3:30 pm., Monday thru Friday

COST/FEES: \$2,595.00 includes textbooks but students must supply uniforms. There is a summer break between July 31 and August 11. All applicants must have Grade 12 or G.E.D. and 20 WPM typing. Please call the college for start-up dates.

## **MCMANUS & ASSOCIATES**

Job Finding Program

Telephone: 297-0531

Location: 300, 1015 Centre Street North  
Calgary, Alberta T2E 2P8

SERVICES PROVIDED (Job finding club):

- Behavioural counselling
- Job search/finding including one-on-one counselling
- Resume preparation and writing
- Interview and telephone skills
- referrals to other resources and agencies.

DATES/DURATION:

Two weeks long. Referral is required. Workers should contact the Club and start date will be assigned for your client. Referrals are mandatory for all job ready clients.

COST/FEES:

Free to all participants

FUNDING: Alberta Family and Social Services

### **OFFICE SKILLS DEVELOPMENT PROGRAM**

The focus of this program is on the development of office skills marketable in today's industry.

- 140 hours of classroom training
- Three months on-the-job-training

APPLICANTS: Adults with Grade 11 or equivalent or strong desire to take training in order to obtain a career and advance in the workforce. All potential candidates will be tested.

REGISTRATION is by appointment only through a referral from Alberta Family & Social Services.

**EMPLOYMENT DEVELOPMENT PROGRAM:** Upon referral all participants will be authorized by a CEIC counsellor. This program is an intensive 4-week program with 6 months support system for participants. The program offers:

- intensive behavioural counselling
- it helps clients identify career options and barriers as well as those barriers inhibiting successful transition into the workforce.
- assistance to clients in formulating realistic employment goals.

**FUNDING:** Private organization.



## **MOTIVE ACTION TRAINING PROGRAM**

Telephone: 287-3132

Location: Bay #12, 711 - 48 Avenue S.E.  
Calgary, Alberta

**PROGRAM:** Motive-Action is a federally funded program providing automotive and autobody training to youth experiencing severe difficulty in security or maintaining employment. Participants must be between 16 and 24 years who:

- have dropped out of school before completing Grade 11 and have been out of school for at least 3 months.
- presently unemployed
- and have been unable to secure or maintain employment for reasons unrelated to labour market conditions.

### **TRAINING PROVIDED:**

- Standard auto repair (hands-on experience)
- Vehicle preparation, sanding, masking and painting
- Lifestyle and social skills
- Placement and follow-up support
- Counselling and academic upgrading

### **COST/FEEES:**

Trainees work a minimum of 35 hours/week and receive \$20.00/day allowance.

### **DATES/DURATION:**

There is no set training period. The program is self-paced training.

### **REFERRAL:**

Through the YOUTH EMPLOYMENT CENTRE 268-2440. Social workers may also refer directly.

**FUNDING:** Canadian Jobs Strategy (CEIC) and private donations.

## **MOUNT ROYAL COLLEGE (CALGARY'S COMMUNITY COLLEGE)**

Telephone: 240-6111 (switchboard)

240-3722 (admissions)

Location: 4825 Richard Road S.W.

Calgary, Alberta T3E 6K6

- Downtown Campus, 1019 - 7 Avenue S.W.

### **PROGRAMS AND SERVICES OFFERED:**

- TWO-YEAR DIPLOMAS include Nursing, Business Administration, Information Systems, Criminology Rehabilitation Services, Social Service Careers, Journalism, Broadcasting, and Arts & Science.

ONE-YEAR CERTIFICATES prepare students to transfer to select degree-granting institutions. Degrees for which students can transfer to include B.A. (Arts & Education) B.Comm., BSc (Science & Engineering).

MISCELLANEOUS PROGRAMS include college preparation, English as a Second Language, High School upgrading and General Interest (Continuing Education).

COOPERATIVE EDUCATION PROGRAM (Department of Business Administration). This program allows students to combine academic training with relevant paid work experience.

**ADMISSION REQUIREMENTS:** Applicants seeking admission to credit courses must have High School Diploma. Applicants who are at least 18 years old and have been out of school for at least a year will be admitted as mature students.

**COST/FEES:** Tuition fees and other fees for 12 credits is \$335.00/semester. Additional credit over 12 credits costs \$2.95/credit. Students who need financial assistance should apply to the Students Finance Board and contact the Financial Aid Office at the College.

**DATES/DURATION:** Mount Royal operates on a semester system. The semesters are Fall (Aug.); Winter (Jan.); and Spring (Apr.). Advance registration (and application) is recommended, at least a few months before above months.

**Note:** There is a two-year training limit. University transfer program cannot be funded unless client is eligible for VRDP funding.

## **NATIVE OUTREACH ASSOCIATION**

Telephone: 245-4374

Location: 201, 1211 - 14 Street S.W.  
Calgary, Alberta T3C 1C4

### **HOURS OF OPERATION:**

8:30 am. to 4:30 pm.  
Monday to Friday

### **SERVICES PROVIDED:**

- Job search/finding
- Career and vocational counselling
- Pre-employment skills
- Job placement services

The Association promotes hiring of native people and is a liaison between agencies, organizations and native people.

**COST/FEES:** for native people. It is free.

**FUNDING:** Alberta Government - Career Development & Employment.

## **OPPORTUNITY "45" SOCIETY**

Telephone: 245-JOBS

Location: 1111 - 11 Avenue S.W.  
Calgary, Alberta T2R 0G5

### **SERVICES PROVIDED:**

- Referral services and employment counselling

### **FOR WHOM:**

- Albertans 45 years of age and over

### **FEES/COST:**

- Free to all participants

### **FUNDING:**

- Alberta Career Development & Employment

## **PBSC COMPUTER TRAINING CENTRE**

Telephone: 234-8087

Location: 730, 407 - 2 Street S.W.  
Calgary, Alberta T2P 2Y3

SERVICES OFFERED: Schedule Training/Corporate Training/Facility  
Rental/Consulting and Support.

### **COURSES OFFERED INCLUDE:**

- Introduction to PC
- Introduction to DOS (1 & 2)
- Word Processing (WordPerfect)
- Spread Sheet (LOTUS 1-2-3).

All courses are one day. Other courses are available. Please phone for more information. Course hours are 8:30 am. to 4:30 pm. PBSC will offer these courses at any location upon request.

COST/FEES: Half day course is \$ 90.00  
One day course is \$185.00.

## **SOUTHERN ALBERTA INSTITUTE OF TECHNOLOGY (SAIT)**

Telephone: Program Information - 282-6184

Registration - 282-2167

Location: 1301 - 16 Avenue N.W.

Calgary, Alberta T2M 0L4

SAIT offers over 60 different programs. Most day (full-time) programs are two years long (**Diploma**) and (**Certificate**) one year programs are usually offered in the evening. Students can also take one course or more to improve their skills and become marketable in the job market.

### **PROGRAMS OFFERED INCLUDE:**

- Engineering Technologies in about 9 fields
- Health and Medical Technologies
- Administration including business and hotel and restaurant
- Automotive Service technology
- Secretarial and Office Technology

The above list is by no means exhaustive, SAIT offers almost any program. Phone for specifics.

**ADMISSION REQUIREMENTS:** Applicants must be 18 years by the time they register and possess a high school diploma or qualify as a mature student.

**SELECTION:** First-come, first-served basis within allotted quotas.

**DATES/DURATION:** SAIT is on a quarter system (3 months). Fall quarter commences in September. Winter Session is in last week in November or early September. Spring programs start in the first week of March.

**TUITION FEES:** Varies with programs but generally around \$700 incl. supplies.

**OTHER PROGRAMS:** Induce short-term courses/training put on or sponsored by various government agencies such as Canadian Jobs Strategy. Check the Bulletin Board in this Manual for current announcements.

**FUNDING:** The Alberta Government (Advanced Education).

## **STUDENT FINANCE BOARD**

Telephone: 297-6344

Within Alberta 1-800-222-6485 (Toll Free).

Location: 3rd Floor, 805 - 9 Street S.W.

Calgary, Alberta T2P 2Y6

TYPE OF LOAN GRANT	FOR WHAT PURPOSE	MAXIMUM AMOUNT
Undergraduate Level	for a program of study at a college or university	\$ 4,300/9 months 6,800/year
Graduate or professional school	for a program of study at a college or university	6,800/9 months 10,200/year
Loan Remission	to reduce total student loans	40% for each year of study
Supplemental Assistance Grants (undergraduate only)	demonstrated need which exceeds above amounts	\$ 2,500/9 months
Maintenance Grants (undergraduate only)	to students with physical, mental or social handicap	6,000/9 months 9,000/a year
Bursaries for part-time study	courses at any level approved by the Board	300.00

OTHER TYPES OF ASSISTANCE: (Heritage Scholarships)

Alberta Heritage Scholarship Fund, 10th Floor, 10025 - 106 Street, Edmonton, Alberta T5J 1G7.

FOR HIGH SCHOOL STUDENTS: Alexander Rutherford Scholarship amount up to \$1500.00. Application deadlines May 1 and December 1.

GRADUATE STUDENTS: Sir James Lougheed Awards, Ralph Steinhauer Awards and Wilfrid R. May Scholarships. \$10,000 at Master's Level and \$15,000 at the Doctoral Level. Application deadline for all three is February 1.

For more information on the above scholarships and other Heritage Scholarships, please contact Alberta Heritage Scholarship Fund. Other awards include Province of Alberta Scholarships, Prizes and Fellowships, Pope John Paul II Commemorative Scholarships, and Northern Alberta Development Council Bursaries.

There are also grants for Teachers of the Disabled, Vocational Teachers, Music Education Teachers and Disabled persons. **Students who are Alberta residents and neither parent has received a university education can apply for a \$1200.00 Anna and John Kolesar Memorial Scholarship.**

DATES: It takes 6 to 8 weeks to get loans approved. **APPLY EARLY.**

FUNDING: Alberta Government (Advanced Education).



## **TECHNICAL SERVICE COUNCIL**

Telephone: 269-7931

Location: Calgary House, Suite #1450  
550 - 6 Avenue S.W.  
Calgary, Alberta T2P 0S2

"Technical Service Council is an industry sponsored personnel consulting organization offering services to companies, organizations and governments across Canada". It is also an employment placement agency. Counselling is also available.

Technical Service Council services are useful if clients are job-ready professionals such as engineers, accountants, geologists, etc.

## **THE TRAINING CENTRE**

Telephone: 269-6479

Location: 150, 707 - 10 Avenue S.W.  
Calgary, Alberta T2R 0B3

### **COURSES OFFERED:**

Many computer courses including WordPerfect, Lotus 1-2-3, Microsoft Bedford, Word Processing, Computer Management for Small Business and Introduction to Microcomputers.

### **DATES/DURATION:**

There are 30 classes every month. Please call for specific dates. All classes are filled on first-come basis.

### **COST/FEES:**

One-day class is \$175; Two-day class is \$275; Three-day class is \$375. Individual and corporate training (5 employees or more) are available at \$895. and \$750. respectively.

## **TRANSITIONAL VOCATIONAL PROGRAM**

Faculty of Continuing Education, Mount Royal College

Telephone: 240-6872

Location: 4825 Richard Road S.W.

Calgary, Alberta T3E 6K6

The Transitional Program is designed for mildly developmental delayed adults who have spent most of their educational years in special classes or school.

### **EMPLOYMENT PREPARATION PROGRAM PROVIDES:**

- Vocational and functional academic education
- Prepares students for meaningful and competitive employment
- Job specific training and work placement

The program is 12 months long.

**APPLICANTS:** must be adults, 18 years old or older and have experienced generalized learning difficulties; are looking for employment in non-sheltered industry and are strongly motivated to improve their academic and employment skills; possess personal self-help skills and capable of using public transit independently; are medically and emotionally stable.

**DATES/APPLICATION PROCESS:** March 31 is application deadline; Assessment period is early May; Classes start in September. June 30 is registration deadline (\$100. deposit is required as well).

**COST/FEEES:** Tuition fees are \$817.50 including insurance. Cost of application is \$30. fees are subject to change. **Financial assistance** is available from Vocational Rehabilitation For Disabled Persons (VRDP) Program, additional support may be required from the Students Finance Board or Alberta Family and Social Services. Financing is also available through MRC Students Awards Office.

**EVENING ACADEMICS PROGRAM:** offers courses in language arts and math from Grades 1 to 10. Classes are ongoing until students achieve their goals. March 31 is application deadline Tuition fees are \$100. per course. Application fee is \$25. plus \$15. for assessment fees. First week in September is registration deadline. Classes start in late September. Classes are held weekday evening from 7:00 pm. to 9:00 pm. once a week.

## **UNIVERSITY OF CALGARY**

Telephone: Registrar's Office 220-6645

Information 220-3500

Location: 2500 University Drive N.W.

Calgary, Alberta T2N 1N4

### **PROGRAMS/COURSES/SERVICES:**

Undergraduate and graduate courses offered in virtually all academic areas, from business to medicine.

Non-credit and general courses are offered through Faculty of Continuing Education: 220-4100.

Individual, educational and vocational counselling to students as well as prospective students.

Other services include legal aid, disabled student advisor and financial aid.

**COST/FEES:** Three credit courses are \$163.50. Full-time students taking at least 9 or more credits pay a minimum of \$566.25 per semester. Fees are higher for faculties of Engineering and Medicine.

**DATES/DURATION:** University of Calgary operates on a semester system. Application deadlines for September and January are June 1 and May 1 respectively.

**FINANCE:** Students can apply for financial aid and student loan from STUDENT FINANCE BOARD.

**NB:** Two year educational training limit.

## **VOCATIONAL AND REHABILITATION RESEARCH INSTITUTE**

Telephone: 284-1121

Location: 3304 - 33 Street N.W.  
Calgary, Alberta T2L 2A6

### **SERVICES PROVIDED:**

- Assessment and training of handicapped adults in vocational, social and educational skills.  
Day programs include on-site training programs, operation of a service station and bottle depot.
- Community placement
- Follow-up support
- Employment programs: Job search/finding, on-the-job-training and placement.

### **COST/FEES:**

It is free to all participants

REFERRAL: Agency, individual or self

FUNDING: Alberta Government, (Alberta Family & Social Services).

## **WOMEN'S EMPLOYMENT RESOURCE CENTRE**

Telephone: 292-5992

Location: 2nd Floor, 119 - 14 Street N.W.  
Calgary, Alberta

### **SERVICES PROVIDED:**

- Career Counselling
  - Aptitude tests
  - Assistance with interviewing skills and resume writing
  - Workbooks as well as counselling are available to help clients overcome barriers to employment.
- Assistance is provided to clients to resource and research available funds for job training, re-training or educational upgrading.

The Centre is for women who have been away from the job market for a long time and now want to re-enter and/or want to make career changes.

**DATES/DURATION/ACCESS:** An appointment is preferred but clients can drop in between 8:30 am. and 4:30 pm., Monday thru Friday. It is free to all participants.

**FUNDING:** Employment and Immigration Canada.

## **YMCA JOB CLUB**

Telephone: 269-6701 extension 306

Location: 620, 604 - 1st Street S.W.  
Calgary, Alberta T2P 1M7

### **SERVICES PROVIDED:**

- Resume writing (preparation and review)
- Interviewing skills
- Self-assessment and marketing
- Job search/finding
- Stress management

The YMCA Job Club is for anyone approximately 25 and over, having a Grade 12 or equivalent level of education. It is free to all participants. workshops and courses are offered once a month over a two-week period from 8:00 am. to 2:00 pm., Monday thru Friday.

FUNDING: United Way.

## **YOUTH EMPLOYMENT CENTRE**

Employment Program for Youth, ages 15-24

Telephone: 268-2490

Location: Alberta Trade Centre  
201, 315 - 10 Avenue S.E.  
Calgary, Alberta

The Centre provides job search/finding assistance and workshops for young people.

### **COURSES OFFERED:**

- Resumes
- Frequently-asked interview questions
- Coping with unemployment
- Maintaining Employment
- Skills awareness
- Job search strategies
- Preparing for interviews

REFERRAL: Please refer clients directly

COST/FEES: No registration fees

FUNDING: City of Calgary



NAME	BRIEF DESCRIPTION OF OBJECTIVES	OPERATING DATES
Alberta Vocational College (AVC) 297-4904 (see Manual)	-Computer-based office practice, data entry & operations. -Deaf & hard of hearing - 297-4947. -Microcomputer	April 199_  April 199_  May/June 199_
Boys' & Girls' Clubs 276-9981	Material handling in warehouses for youth	March 199_
Calgary Association for the Mentally Handicapped 240-3561 (see Manual)	Community job options, readiness, work experience	April, 199_ / June, 199_
Career Advancement 266-3615	Desktop Publishing	June 199_
Christian Ventures (Catholic Pastoral Centre) 949-3818	Construction of buildings, forestry maintenance, park recreation maintenance	Late April 199_
Community Employment Placement Program 287-3034 (see Manual)	To fulfill career planning & employment training for people with physical disabilities, head injuries included (except sensory disability)	August 199_
Employment Futures for New Canadians 262-660 (see Manual)	Employment futures for new Canadian immigrants (10 months in Canada)	April 199_
Frank & Associates 259-4550	New Beginnings II	February 199_
Martech Institute of Business Experience 269-6553	Youth	January 199_

Motive Action Training Centre (Odyssey Youth Services of Calgary) 287-3132 (see Manual)	-Parts Merchandising Training (females only) -Motive Action Training Program	May 199_  May 199_
Office Automation Education Centre 265-5913	-Office Technology -Desktop Publishing -Operations Management Technology	January 199_ April/May 199_ April/May 199_
SAIT 284-8446 (see Manual) (All programs have only one intake, late applications will be considered)	-Process Piping & Drafting -Instrument Design Assistant	April/May 199_ April/May 199_

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## REQUEST AND CHANGE FORM

I would like to                      Add \_\_\_\_\_                      Change \_\_\_\_\_                      Modify \_\_\_\_\_

the following Agency information in this MANUAL (please attach Agency information including telephone number).

Please send this form to:

Patricia Barton  
c/o Alberta Place District Office  
Calgary